

# Patients' Expectations and Satisfaction Levels on Pharmacy Services: A Study at a Teaching Hospital, Sri Lanka

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To assess the quality of services and for due improvements, it is essential to know the expectations and satisfaction levels of end users. Pharmaceutical care is an important part of patient care and it is the final step of the treatment process for ambulatory patients. Hence the present study was designed to evaluate the expectations and satisfaction levels of patients on pharmacy services provided at the study setting. This cross sectional study was carried out in the hospital pharmacy of a university based teaching hospital using an interviewer administered questionnaire developed in-house based on published literature. Patients who attended selected clinics for more than one year were participated. Among the respondents (N = 380), 72 were care givers. Most respondents (98.7 %) considered pharmacists as an essential part of the healthcare system while 84.4 % considered pharmacists as experts in medicines. Most respondents (90.5 %) expected pharmacists to check their prescriptions for any medication issues while 77.6 % were satisfied with the current status. While nearly all expected pharmacists to give verbal instructions (94.7 %) and trusted information (96.3 %), the majority (89.8 % and 90.2 %) were satisfied with the current practice. The majority of respondents (95.5 %) were satisfied with present dispensing labels. While 54.2 % were satisfied with the courtesy and respect towards patients, some were satisfied with available number of counters (5 %) and facilities (14 %). Results implied that generally patients have a good impression on pharmacists and expect a more professional pharmaceutical care with better facilities.

**Keywords:** Pharmacy services, Patient expectations and satisfaction, Pharmaceutical care